

# Interpreter Scheduling Consolidation Program

What is the Interpreter Scheduling Consolidation Program?

Why is it important to standardize these processes?

When does the program take effect?

How does this new program work?

This new consolidation program helps standardize the court interpreter scheduling process statewide.

To ensure equal access to justice, Minnesota is responsible for providing a qualified interpreter for all court events involving individuals who do not speak English or are hard of hearing. Historically, court administration staff scheduled interpreters for hearings. The processes and compliance with policies has therefore varied from district to district.

The go-live date is October 2, 2017.

A team of specialists schedule interpreters for all court events requiring interpretation. Each court location has an assigned interpreter scheduling specialist, and staff in each district or county are no longer schedule interpreters. There are seven full-time specialists:

- One in the First District
- One in the Second District
- One specialist covering both the Third and Fifth Districts
- Two and a half schedulers for the Fourth District
- One for the Sixth, Seventh, Eighth, and Ninth Districts
- One part-time specialist for the Tenth District

Additional backup interpreter scheduling specialists will be added to the program as needed.

The interpreter scheduling specialist team is responsible for:

- Scheduling interpreter events
- Communicating with interpreters and agencies about assignments
- Documenting scheduling requests in a shared Outlook calendar
- Providing case information to interpreters
- Overseeing documentation related to interpreting assignments
- Enforcing invoicing and payment policies
- Working collaboratively with all court staff and personnel
- Reviewing MNCIS Reports

What are the responsibilities of the interpreter scheduling specialist team?



How do court staff work together with

scheduling specialists?

# Interpreter Scheduling Consolidation Program

What if the interpreter scheduling specialist for a
particular region is unavailable?

Each district is responsible for creating a backup coverage plan. All interpreter scheduling specialists are available to assist backup staff as needed.

Court staff use MNCIS events to make interpreter-related requests. They also continue to manage interpreter sign-in and sign -out sheets for invoicing.

Schedulers receive the requests set by court staff through MNCIS reports and add interpreter details and confirmations in MNCIS.

For more information, see <u>Court Administration Process 130.20</u> and relevant Quick Reference Guides and workflows on <u>eCourtMN</u> <u>University</u>.

What resources are available?

Several resources for both interpreter scheduling specialists and court staff are available, including <u>Court Administration Process</u> <u>130.20</u>, program information, and training materials, on the <u>Court Interpreter Program</u> CourtNet page and the Court Interpreter & Psychological Services category on <u>eCourtMN University</u>.

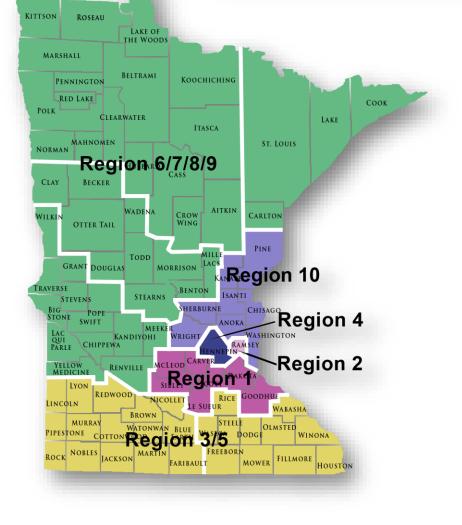
Who can answer questions?

Statewide Court Interpreter and Language Access Program Coordinator Polly Ryan can help with questions.

# **Minnesota Court Interpreter Consolidated Scheduling**



**Court Interpreter Scheduling Specialists** 



#### CENTRALIZED SCHEDULING SYSTEM FOR NEW MEXICO

#### History

- Unified Court System. Centralized management and funding goes through the Language Access Services Office
- Division of Regions and Centralized scheduling decision
- Issue RFP (sample available)
- Reasons for RFP:
- Accountability
- Improved Fairness in Job Allocation
- Matching Skills and ability to jobs
- Reduction in Double billing, travel time and mileage
- What we were looking for:

Period of free testing What our system looks like What system does How the system works Payment process

\*Challenges

- Courts
- Interpreters
- Lessons Learned
- Resources

System- Main Page:

- Jobs Pending
- Jobs that need attention

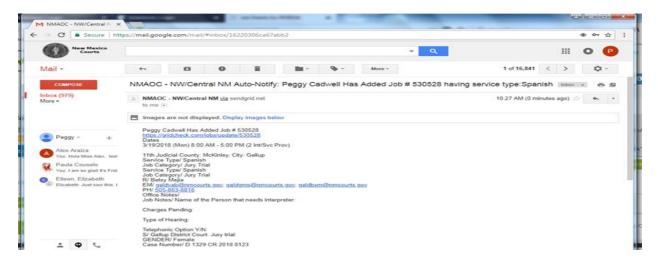
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3cb 524029* 13th Judicial Belen Magistrate Court 3/16	Job 304548 * 13th Judicial Belen Magistrate Court 12/23
Job 525101* 11th Judicial District County: McKinley, City: Gallup 3/19	3ob 302510 * 13th Judicial Belen Magistrate Court 12/31
Job 514214* 11th Magistrate County: San Juan, City: Aztec 3/19	Job 307387* 11th Magistrate County: San Juan, City: Aztec 2/23
3eb 525102* 11th Judicial District County: McKinley, City: Gallup 3/20	Job 311894* 13th Judicial Bernalillo Magistrate Court 2/24
Job 529207* 11th Magistrate County: San Juan, City: Farmington 3/20	
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## Selection Grid: \* Interpreters who are available \* Distance between the jobs \* Certification

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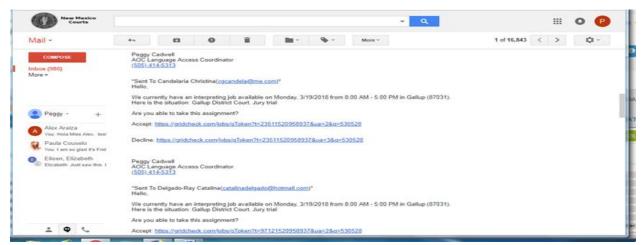


#### Query Page:

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NMAOC - NW/Central	accpxc@nmcourts.gov	Avail? Mon, 3/19/2018 Job #530528 (s#2876912)	
То	Email 12	Body	
Alejandra Maria Araiz	alejandra@zianet.com	Hello,	
To	Email 12	We currently have an interpreting job available on Monday, 3/19/2018	
Maria Bravo	foreignlocals5280@gmail.cr	from 8:00 AM - 5:00 PM in Gallup (87031). E Here is the situation: Gallup District Court, Jury trial	
То	Email 12	Are you able to take this assignment?	
Peggy Cadwell	oopseedaisies@aol.com	Accept: cycelink>	
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Christina Candelaria	cgcandela@me.com		
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Catalina Delgado-Ray	catalinadelgado@hotmail.c	Send Email Now Cancel	
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Delfina Diem	delfinadiem@gmail.com		
То	Email 12		
Robert Felton	feltonrobertw@gmail.com		
То	Email 12		
Josefina Font	blingual.interpreter@yaho-		
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## E-mail sent with query to available interpreters:



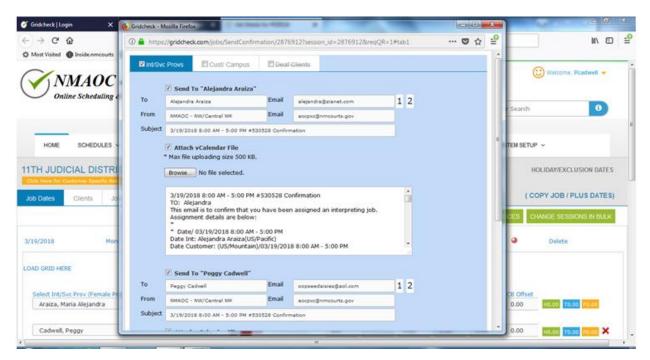
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#### **Interpreter Accepts Job:**

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E-mail confirmation sent to the interpreters and the court (requesters):

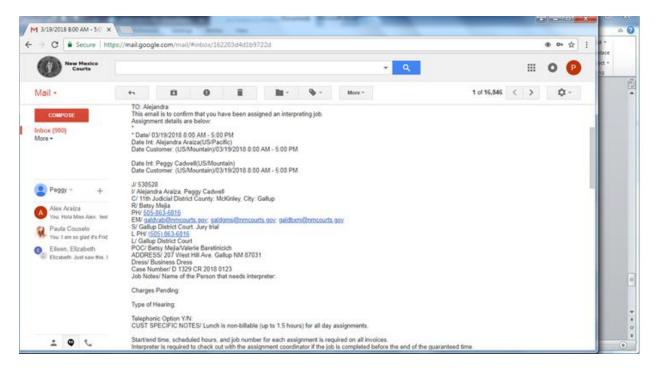


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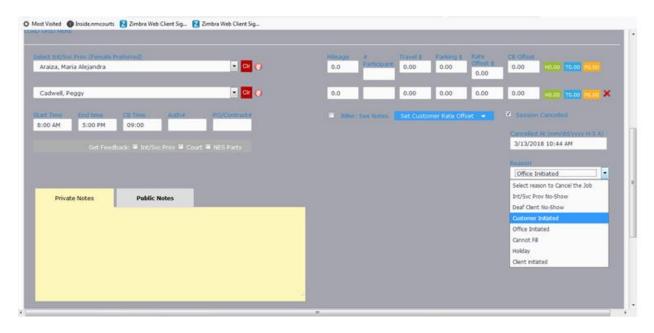
\*Location

\*Team Interpreter

\* Assignment information (case #, location, Judge, Hearing type, Directions, Court Contact Information, Point of Contact at the Court, Directions, Instructions, Billable hours, etc.)



## Coordinators are the only ones with the ability to cancel the jobs:



## Cancelation of job sent from the system to interpreters and court:

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